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PTO/SB/64 (07-06)

Approved for use through 09/30/2006 OMB 0651-0031

US Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED UNINTENTIONALLY UNDER 37 CFR 1.377(b)		Docket Number (Optional) 60021-378601
First named inventor: Robert E. Wollan	Art Unit: 3623	
Application No.: 10/811,439	Examiner: Unassigned	
Filed: March 26, 2004		
Title: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS		
Attention: Office of Petitions Mail Stop Petition Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 FAX: (703) 872-8300		
NOTE: If information or assistance is needed in completing this form, please contact Petitions Information at (571)272-3282.		
The above-identified application became abandoned for failure to file a timely and proper reply to a notice or action by the United States Patent and Trademark Office. The date of abandonment is the day after the expiration date of the period set for reply in the Office notice or action plus any extensions of time actually obtained.		
APPLICANT HEREBY PETITIONS FOR REVIVAL OF THIS APPLICATION		
NOTE: A grantable petition requires the following items:		
(1) Petition fee; (2) Reply and/or issue fee; (3) Terminal disclaimer with disclaimer fee – required for all utility and plant applications filed before June 8, 1995; and for all design applications, and (4) Statement that the entire delay was unintentional.		
<p>1. Petition fee</p> <p><input type="checkbox"/> Small entity fee \$750.00. (37 CFR 1.17(m)). Applicant claims small entity status. See 37 CFR 1.27.</p> <p><input checked="" type="checkbox"/> Other than small entity fee \$1,500.00. (37 CFR 1.17(m)).</p>		
<p>2. Reply and/or Fee</p> <p>A. The reply and/or fee to the above-noted Office Action in the form of <u>Rescission of Previous Nonpublication Request</u> (identify type of reply):</p> <p><input type="checkbox"/> has been filed previously on _____ <input checked="" type="checkbox"/> is enclosed herewith.</p> <p>B. The issue fee of \$ _____. <input type="checkbox"/> has been filed previously on _____ <input type="checkbox"/> is enclosed herewith.</p>		
<small>08/22/2006 MBINAS 00000046 501901 10811439</small> <small>01 FC:1453 1500.00 DA</small>		

[Page 1 of 2]

This collection of information is required by 37 CFR 1.378(c). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the complete application form to the USPTO. Time will vary depending on the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop Petition, Commissioner for Patents, Alexandria, VA 22313-1450.

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3. Terminal disclaimer with disclaimer fee

- Since this utility/plant application was filed on or after June 8, 1995, no terminal disclaimer is required
- A terminal disclaimer (and disclaimer fee (37 CFR 1.20(d)) of \$____ for a small entity or \$____ for other than a small entity) disclaiming the required period of time is enclosed herewith (see PTO/SB/63).

4. STATEMENT: The entire delay in filing the required reply from the due date for the required reply until the filing of grantable petition under 37 CFR 1.137(b) was unintentional. [NOTE: The United States Patent and Trademark Office may require additional information if there is a question as to whether either the abandonment or the delay in filing a petition under 37 CFR 1.137(b) was unintentional (MPEP 711.03(c) subsections (III)(C) and (D))).]

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038

OPPENHEIMER WOLFF & DONNELLY LLP

8-21-06

Date

Signature

Rudolph P. Hofmann; Reg. No. 38,187

Typed or printed name(s); Registration No. (if applicable)

45 South Seventh Street, Suite 3300
Minneapolis, MN 55402-1609

ENCLOSURES

- Fee payment
 Reply
 Terminal Disclaimer
 Additional sheets containing statements establishing unintentional delay
 Other _____

CERTIFICATE OF MAILING OR TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is being:

- deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.
- transmitted by facsimile on the date shown below to the United States Patent and Trademark Office at (571) 273-8300.

8-21-06
DateJanet ByrneJanet Byrne
Type or printed name of person signing Certificate

[Page 2 of 2]

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
 45 South Seventh Street
 Minneapolis, MN 55402-1609
www.Oppenheimer.com

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AUG 21 2006

FAX COVER LETTER

August 21, 2006

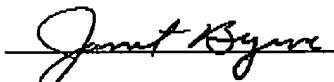
TO: Mail Stop Petition
COMPANY: Commissioner for Patents
PHONE:
FAX: 571.273.8300

FROM: Rudolph P. Hofmann
DIRECT DIAL: (612) 607-7340
EMAIL: RHofmann@oppenheimer.com
RE: U.S. Patent Application No. 10/811,439
 Attorney Docket No.: 60021-378601

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the following documents are being facsimile transmitted on the date shown below, to Mail Stop Petition, Commissioner for Patents.

1. Transmittal Form
2. Fee Transmittal
3. Petition for Revival of an Application for Patent Abandoned Unintentionally
4. Rescission of Previous Nonpublication Request



Janet Byrne

8-21-06

Date

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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>		Application Number	10/811,439
		Filing date	March 26, 2004
		First Named Inventor	Robert E. Wollan
		Art Unit	3623
		Examiner Name	Unassigned
Total Number of Pages in This Submission	5	Attorney Docket Number	60021-378601

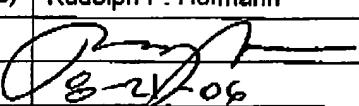
ENCLOSURES (Check all that apply)

<input checked="" type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input checked="" type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to a Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) please identify below: Rescission of Previous Nonpublication Request	

Remarks:

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type) Rudolph P. Hofmann

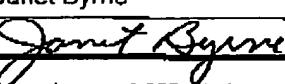
Signature 

Date 8-21-06

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313 on this date: 8-21-06

Typed or printed Janet Byrne

Signature 

Date: 8-21-06

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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FEE TRANSMITTAL		Complete If Known			
for FY 2006		Application Number	10/811,439		
<i>Patent fees are subject to annual revision.</i>		Filing Date	March 26, 2004		
<input type="checkbox"/> Applicant Claims Small Entity		First Named Inventor	Robert E. Wollan		
		Examiner Name	Unassigned		
		Group Art Unit	3623		
TOTAL AMOUNT OF PAYMENT	\$1,500.00	Attorney Docket No.:	60021-378601		

METHOD OF PAYMENT				FEES CALCULATION (continued)																																																																																																																																																									
<p>1. <input checked="" type="checkbox"/> Authorized to charge indicated fees or credit</p> <p>Deposit: 50-1901 Acct No. Name: Oppenheimer Wolff & Donnelly LLP</p> <p><input checked="" type="checkbox"/> Charge Any Add'l Fee Required Under 37 CFR 1.16 and 1.17</p> <p>2. <input type="checkbox"/> Payment Enclosed: Check <input type="checkbox"/> Credit</p>				<p>4. ADDITIONAL FEES</p> <table border="1"> <thead> <tr> <th>Large Entity Fee Code (\$)</th> <th>Small Entity Fee Code (\$)</th> <th colspan="2">Fee Description</th> <th>Fee Paid</th> </tr> </thead> <tbody> <tr> <td>1051 130</td> <td>2051 65</td> <td colspan="2">Surcharge - late filing fee or oath</td> <td></td> </tr> <tr> <td>1052 50</td> <td>2052 25</td> <td colspan="2">Surcharge - late provisional filing fee or cover sheet</td> <td></td> </tr> <tr> <td>1053 130</td> <td>1053 130</td> <td colspan="2">Non-English specification</td> <td></td> </tr> <tr> <td>1812 2,620</td> <td>1812 2,520</td> <td colspan="2">Filing a request for ex parte reexamination</td> <td></td> </tr> <tr> <td>1804 920*</td> <td>1804 920*</td> <td colspan="2">Requesting publication of SIR prior to Examiner action</td> <td></td> </tr> <tr> <td>1805 1,840*</td> <td>1805 1840*</td> <td colspan="2">Requesting publication of SIR after Examiner action</td> <td></td> </tr> <tr> <td>1251 120</td> <td>2251 60</td> <td colspan="2">Extension for reply within first month</td> <td></td> </tr> <tr> <td>1252 450</td> <td>2252 225</td> <td colspan="2">Extension for reply within second month</td> <td></td> </tr> <tr> <td>1253 1020</td> <td>2253 510</td> <td colspan="2">Extension for reply within third month</td> <td></td> </tr> <tr> <td>1254 1,590</td> <td>2254 795</td> <td colspan="2">Extension for reply within fourth month</td> <td></td> </tr> <tr> <td>1255 2,160</td> <td>2255 1,080</td> <td colspan="2">Extension for reply within fifth month</td> <td></td> </tr> <tr> <td>1401 500</td> <td>2401 250</td> <td colspan="2">Notice of Appeal</td> <td></td> </tr> <tr> <td>1402 600</td> <td>2402 250</td> <td colspan="2">Filing a brief in support of an appeal</td> <td></td> </tr> <tr> <td>1403 1,000</td> <td>2403 500</td> <td colspan="2">Request for oral hearing</td> <td></td> </tr> <tr> <td>1451 1,510</td> <td>1451 1,510</td> <td colspan="2">Petition to institute a public use proceeding</td> <td></td> </tr> <tr> <td>1452 500</td> <td>2452 250</td> <td colspan="2">Petition to revive - unavoidable</td> <td></td> </tr> <tr> <td>1453 1,500</td> <td>2453 750</td> <td colspan="2">Petition to revive - unintentional</td> <td>\$1,500.00</td> </tr> <tr> <td>1501 1,400</td> <td>2501 700</td> <td colspan="2">Utility issue fee (or reissue)</td> <td></td> </tr> <tr> <td>1502 600</td> <td>2502 400</td> <td colspan="2">Design issue fee</td> <td></td> </tr> <tr> <td>1503 1,100</td> <td>2503 550</td> <td colspan="2">Plant issue fee</td> <td></td> </tr> <tr> <td>1460 130</td> <td>1460 130</td> <td colspan="2">Petitions to the Commissioner</td> <td></td> </tr> <tr> <td>1807 130</td> <td>1807 130</td> <td colspan="2">Processing fee under 37 CFR 1.17(q)</td> <td></td> </tr> <tr> <td>1806 180</td> <td>1806 180</td> <td colspan="2">Submission of Information Disclosure Stmt</td> <td></td> </tr> <tr> <td>8021 40</td> <td>8021 40</td> <td colspan="2">Recording each patent assignment per property (times number of properties)</td> <td></td> </tr> <tr> <td>1809 790</td> <td>2809 395</td> <td colspan="2">Filing a submission after final rejection (37 CFR 1.128(a))</td> <td></td> </tr> <tr> <td>1810 790</td> <td>2810 395</td> <td colspan="2">For each additional invention to be examined (37 CFR 1.129(b))</td> <td></td> </tr> <tr> <td>1801 790</td> <td>2801 395</td> <td colspan="2">Request for Continued Examination (RCE) Request for expedited examination of a design application Other fee (specify)</td> <td></td> </tr> <tr> <td>1802 900</td> <td>1802 900</td> <td colspan="2"></td> <td></td> </tr> <tr> <td colspan="4"></td> <td>SUBTOTAL (4) \$1,500.00</td> </tr> </tbody> </table>				Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description		Fee Paid	1051 130	2051 65	Surcharge - late filing fee or oath			1052 50	2052 25	Surcharge - late provisional filing fee or cover sheet			1053 130	1053 130	Non-English specification			1812 2,620	1812 2,520	Filing a request for ex parte reexamination			1804 920*	1804 920*	Requesting publication of SIR prior to Examiner action			1805 1,840*	1805 1840*	Requesting publication of SIR after Examiner action			1251 120	2251 60	Extension for reply within first month			1252 450	2252 225	Extension for reply within second month			1253 1020	2253 510	Extension for reply within third month			1254 1,590	2254 795	Extension for reply within fourth month			1255 2,160	2255 1,080	Extension for reply within fifth month			1401 500	2401 250	Notice of Appeal			1402 600	2402 250	Filing a brief in support of an appeal			1403 1,000	2403 500	Request for oral hearing			1451 1,510	1451 1,510	Petition to institute a public use proceeding			1452 500	2452 250	Petition to revive - unavoidable			1453 1,500	2453 750	Petition to revive - unintentional		\$1,500.00	1501 1,400	2501 700	Utility issue fee (or reissue)			1502 600	2502 400	Design issue fee			1503 1,100	2503 550	Plant issue fee			1460 130	1460 130	Petitions to the Commissioner			1807 130	1807 130	Processing fee under 37 CFR 1.17(q)			1806 180	1806 180	Submission of Information Disclosure Stmt			8021 40	8021 40	Recording each patent assignment per property (times number of properties)			1809 790	2809 395	Filing a submission after final rejection (37 CFR 1.128(a))			1810 790	2810 395	For each additional invention to be examined (37 CFR 1.129(b))			1801 790	2801 395	Request for Continued Examination (RCE) Request for expedited examination of a design application Other fee (specify)			1802 900	1802 900								SUBTOTAL (4) \$1,500.00
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<p>3. Application Size Fee (Utility)</p> <p>If the specification and drawings exceed 100 sheets of paper, the application fee due is \$250 (\$125 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s)</p>				<p>Complete (if applicable)</p> <p>SUBTOTAL (3) \$0.00</p>																																																																																																																																																									

SUBMITTED BY		Complete (if applicable)	
Name	Rudolph P. Hofmann	Registration No.: 38,187	Telephone: 612-607-7340
Signature	Date: 8-21-06		

*Includes: Filing fee + Examination fee + Search fee

PAGE 3/6 * RCVD AT 8/21/2006 2:52:57 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-5/8 * DNIS:2738300 * CSID:612 607 7100 * DURATION (mm:ss):01:30